

Louisiana DirectMatch Training Q&A Report

07/26/21

#	Question	Answer(s)
1	On the Download Options page, can we "Include Header/Footer" when downloading a DM_Index file format? On the eScholar site, that option was grayed out when selecting the DM_Index file option.	Yes. The header/footer option works. The header and footer contain the data elements described in File Format 3.0 document.
2	Is the escholar website the same?	You should have received an email from eScholar inviting you to join. If you have not received the email contact support@escholar.com
3	Hi we are a nonpublic we have not been able to match for the last few months, my understanding you guys are working with heartland any idea when this will be completed?	LDOE Comments: If you have already uploaded your students Uniq ID, you can run SNAP/TANF matches in the new system. Please contact LDOE.
4	if you match a record in error is there any way to undo your selection after you submit the match?	The delete feature will be added in the next few months. In the meantime, if someone was matched in error, please create a ticket by emailing support@escholar.com
5	Can you show how to delete a record?	The delete feature will be added in the next few months. In the meantime, if someone was matched in error, please create a ticket by emailing support@escholar.com
6	Can you download or generate extract in more than one file type for each Batch?	Yes. You may download in any of the file types available in DirectMatch. However, the DirectMatch Index is the recommended file format for Louisiana.
7	Is this presentation deck available to download?	The presentation was emailed to all registered participants. If you did not receive a copy, please email me directly at erulla@escholar.com
8	When attempting to extend matches based on address, is the name of the student on the original file available?	The student at the matched address is listed on the match screen. The student from the original address is not present.
9	Our district was always told that we use "household" applications; therefore, if it's a cousin living in the household and the household receives SNAP, the cousin that lives in the household is eligible to receive the same benefit as the other students.	If any child is identified as a member of a household receiving assistance under Federal assistance, all children in the Family (group of related or nonrelated individuals living as one economic unit), shall be categorically eligible. Not all children at a given address may be eligible if the given address is a multi-family complex where multiple households reside.

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10	Will this training be posted? I have been pulled away and missed some things	The presentation was emailed to all registered participants. If you did not receive a copy, please email me directly at erulla@escholar.com
11	Hi, this same information that we enter in the SFA system will we have to enter in this system also?	The SFA system will be disabled and the new eScholar DirectMatch CEP Manager will be the designated replacement.
12	Is seeing the eligibility type (SNAP, TANF and Foster) based on your log in rights/permission?	Yes. The eligibility type or match type is dependent upon your login rights/permissions set up in Security Manager and Configuration Manager.
13	What if after downloading the individual match remains in a "queued" status?	When generating an extract, it will take a minute or two for the extract to be generated. You may click refresh to see if the extract is ready to download. When the extract has finished processing, the queued status will change to download.
14	I'm unable to print the notepad any longer...please advise. we need this report for LA4 auditors	After download, a text file will be saved to your local computer and you will be able to print it as you did in the previous version.
15	That information was regarding CEP information	N/A
16	Need a password	Please contact support@escholar.com . If you are a district's security coordinator, contact Jayanthi.Sothirajah@LA.GOV . If you are a district user, your security coordinator can reset your password. If you are an Early Childhood coordinator, contact Pheriche.Perkins@la.gov .
17	How quickly will we have access to the recording?	You will receive the slide deck and my written commentary immediately after the presentation.